

APPLICATION WORKER

- ◆ Determine if client has received October FNS benefits or has a pending FNS application.
- ◆ Determine if the client was living in one of the 23 DSNAP counties on 10/8/16.
- ◆ Determine if the FNSU suffered a loss (loss of food, wages, unreimbursed property loss or expenses, etc.) If the FNSU did not suffer a loss, they are not eligible for DSNAP.
- ◆ Ensure the client knows that you are asking for gross not net income and that matches will be completed. Calculate by using number of hours times rate of pay times if client is unsure of gross amounts.
- ◆ Gather as much information as possible regarding HH members, individual ID numbers must be assigned.
- ◆ Make sure that both you and the client sign the application.
- ◆ Before pending an application for anything other than ID, check with your supervisor to ensure it is something that must be verified and meets the definition of questionable. Only ID for the individual applying, FNSU member or authorized rep, must be verified.
- ◆ If application is approved, advise the client of the benefit amount and date of availability.
- ◆ If application must be pended for verification, use the DSS-8650 to request item(s) needed. Place the pending application in a pending box in a central location so any worker or supervisor can locate the file when the client returns. Give the client an envelope marked DSNAP so the receptionist will know the verification is for a DSNAP case.
- ◆ If the application is denied, take a minute to explain why and do not give the client an EBT card. This will eliminate many hearing requests. The worker should take the application to the EBT card issuance area to be placed in the appropriate box for keying.
- ◆ If the application is approved or pended, escort the client to the EBT card issuance area and give the application to the individual issuing cards. The approved application should be placed in the box for keying and the pending application placed in the pending box.